

CAREER GUIDE FOR FOOD SERVICE MANAGERS

SOC Code: 11-9051

Pay Band(s): 3, 4, 5 ([Salary Structure](#))

Standard Occupational Description: Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

Food Service Manager positions in the Commonwealth are assigned to the following Roles in the [Food Services Career Group](#):

[Food Service Manager I](#)

[Food Service Manager II](#)

[Food Service Manager III](#)

While Food Service Managers within the Commonwealth are all located within the Food Services Career Group, individuals may want to pursue related career opportunities within the Commonwealth depending upon individual training, education, knowledge, skills, abilities, and interests.

Other Career Group(s) that may be of interest are:

[Program Administration](#)

[General Administration](#)

[Procurement](#)

[Agricultural Services](#)

SKILLS, KNOWLEDGE, ABILITIES AND TASKS

(Technical and Functional Expertise)

Skills

Note: The technical and functional skills listed below are based on general occupational qualifications for **Food Service Managers** commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

1. Adjusting actions in relation to others' actions.
2. Managing one's own time and the time of others.
3. Motivating, developing, and directing people as they work, identifying the best people for the job.
4. Actively looking for ways to help people.
5. Talking to others to convey information effectively.
6. Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
7. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Being aware of others' reactions and understanding why they react as they do.
9. Considering the relative costs and benefits of potential actions to choose the most appropriate one.

10. Determining how money will be spent to get the work done, and accounting for these expenditures.

Knowledge

Note: The technical and functional knowledge statements listed below are based on general occupational qualifications for **Food Service Managers** commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The **Knowledge** of:

1. Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
2. Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Economic and accounting principles and practices and the reporting of financial data.
4. Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
5. Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
6. Relevant equipment, policies, procedures, and strategies to promote effective operations for the protection of people, data, property, and institutions.
7. Arithmetic, algebra, geometry, statistics, and their applications.
8. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
9. Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Abilities

Note: The technical and functional abilities listed below are based on general occupational qualifications for **Food Service Managers** commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The **Ability** to:

1. Listen to and understand information and ideas presented through spoken words and sentences.
2. Communicate information and ideas in speaking so others will understand.
3. See details at close range (within a few feet of the observer).
4. Read and understand information and ideas presented in writing.
5. Apply general rules to specific problems to produce answers that make sense.
6. Speak clearly so others can understand you.
7. Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
8. Add, subtract, multiply, or divide quickly and correctly.

9. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
10. Choose the right mathematical methods or formulas to solve a problem.

Tasks

Note: The following is a list of sample tasks typically performed by **Food Service Managers**. Employees in this occupation will not necessarily perform all of the tasks listed.

1. Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
2. Plan menus and food utilization based on anticipated number of guests, nutritional value, palatability, popularity, and costs.
3. Organize and direct worker training programs, resolve personnel problems, hire new staff, and evaluate employee performance in dining and lodging facilities.
4. Coordinate assignments of cooking personnel in order to ensure economical use of food and timely preparation.
5. Estimate food, liquor, wine, and other beverage consumption in order to anticipate amounts to be purchased or requisitioned.
6. Monitor food preparation methods, portion sizes, and garnishing and presentation of food in order to ensure that food is prepared and presented in an acceptable manner.
7. Monitor budgets and payroll records, and review financial transactions in order to ensure that expenditures are authorized and budgeted.
8. Investigate and resolve complaints regarding food quality, service, or accommodations.
9. Review menus and analyze recipes in order to determine labor and overhead costs, and assign prices to menu items.
10. Establish and enforce nutritional standards for dining establishments based on accepted industry standards.

INTERESTED?

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

Food service management is an **Enterprising** occupation because it frequently involves starting up and carrying out projects. Enterprising occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business. It is also **Social** because it frequently involves working with, communicating with, and teaching people. Social occupations often involve helping or providing service to others. And it is also **Conventional** because it involves following set procedures and routines. Conventional occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Generally this is not required for Food Service Manager positions in state government, however, attending or graduating from an accredited food service management program can improve opportunities for career advancement. General information on hospitality careers may be obtained from:

Virginia Tech
Academic Programs - Hospitality and Tourism Management
<http://pamplin.cob.vt.edu/htm.html>

Virginia Community Colleges System
Academic Programs - Food Services Management
<http://www.vccs.edu>

National Restaurant Association Educational Foundation
Suite 1400
250 South Wacker Drive
Chicago, IL 60606
Internet: <http://www.edfound.org>

The International Council on Hotel, Restaurant, and Institutional Education
3205 Skipwith Road
Richmond, VA 23294
Internet: <http://www.chrie.org>

(CHRIE is a non-profit association for schools, colleges and universities offering programs in hotel and restaurant management, food service management and culinary arts.)

EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES

A four-year bachelor's degree may be required for food service management positions. Most require work-related experience, on-the-job training, and/or vocational training. Education will significantly improve your opportunities for career advancement.

Food Service Manager is an apprenticeable occupation. For more information on apprenticeship opportunities, visit the Virginia Department of Labor and Industry's web site at <http://www.doli.state.va.us> and click on Apprenticeship Programs.

Food Service Managers generally are responsible for planning and directing all phases of an institutional or commercial food service operation. They select and price menu items, use food and other supplies efficiently, achieve quality in food preparation and service, and supervise staff. The work involves managing a budget, merchandising and generating revenue, complying with state and federal regulations, and maintaining nutritional standards

Job opportunities for Food Service Managers are expected to increase about as fast as the average for all occupations through 2010.

COMMONWEALTH COMPETENCIES

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

The Commonwealth Competencies are:

1. Technical and Functional Expertise
2. Understanding the Business
3. Achieving Results
4. Serving the Customer
5. Teamwork
6. Interpersonal and Communication Skills
7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: http://jobs.state.va.us/cc_planningctr.htm. For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

COMMONWEALTH CAREER PATH

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example:

PAY BAND	PRACTITIONER ROLES	MANAGEMENT ROLES
1	Food Service Technician I	
2	Food Service Technician II	
3	Food Service Technician III	Food Service Manager I
4		Food Service Manager II
5		Food Service Manager III

Sample Career Path

Food Service Technician I

The Food Service Technician I role provides career tracks for food service workers who clean, prepare, and serve food. Employees' duties range from entry level to journey level and include routine tasks of dishwashing and line-service to baking, roasting, steaming, frying, meat cutting, or assembly of food products to cashiering and training new employees in the area of food service.

Food Service Technician II

The Food Service Technician II role provides career tracks for employees that function as food services lead workers or supervisors and/or complete tasks associated with food preparation and service, such as preparing leftovers and preparing a variety of different meals and menus. Supervision is typically over one section, such as meat preparation or serving of meals.

Food Service Technician III

The Food Service Technician III role provides a career track for supervisors that acts as assistants to a manager and are responsible for supervising multiple sections of a comprehensive food service system, e.g., tray line, meat processing, or produce.

Food Service Manager I

The Food Service Manager I role provides career tracks for managers that oversee the preparation and distribution of food by managing a specialized unit(s) or the total food service operations for a small facility. Responsibilities also include budget management, ordering of supplies, and/or acting in an assistant capacity to a higher-level Food Service Manager.

Food Service Manager II

The Food Service Manager II role provides career tracks for managers responsible for overall performance, supervision and operation of a comprehensive food service unit or facility that may include other service sites. Examples of responsibilities of positions at this level include: proposing, initiating, and maintaining an operating budget; maximizing revenues; adhering to all nutritional standards; evaluating contract performance and compliance and acting as assistant to Food Service Managers III.

Food Service Manager III

The Food Service Manager III role provides career tracks for managers who plan and direct a major diversified food service program to managing a facility with multiple full service locations. Employees' responsibilities range from directing a major component, such as a food court to managing the entire food program for a facility having a diversified staff, large number of students, or residents to those having special nutritional needs to operations for multiple full service locations.

ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:

O*NET (Occupational Information Network)

<http://online.onetcenter.org/>

Virginia Employment Commission

<http://www.alex.vec.state.va.us/>

Career One Stop

<http://www.careeronestop.org/>

Virginia Career Resource Network

<http://www.vacrn.net/>

Virginia Department of Labor and Industry

<http://www.doli.state.va.us>

National Restaurant Association Educational Foundation

<http://www.edfound.org>

The International Council on Hotel, Restaurant, and Institutional Education

<http://www.chrie.org>